

**GENERAL ORDERS MANUAL
WESTERN MICHIGAN UNIVERSITY
DEPARTMENT OF PUBLIC SAFETY**

I. PURPOSE

The purpose of this general order is to define protocols and authorize use of the Rave Alert emergency notification system, the Simplex monitor system, and radio broadcasts for situations requiring immediate emergency notification to the campus community.

II. POLICY

The Rave Alert emergency notification system, the Simplex monitor system, and radio broadcasts will only be utilized upon confirmation of a significant emergency or dangerous situation involving an immediate threat occurring on campus unless issuing a notification will compromise efforts to contain the emergency as mandated by the 2009 amendments to the Higher Education Opportunity Act. Examples of such situations include, but are not limited to, the following:

1. Active shooter.
2. Hazardous materials incident impacting public health.
3. Tornado warning (see General Order SAF-1) Note: notification process begins with tornado watch or tornado warning via LEIN or civil defense monitor or NOAA Alert Radio and does not require other authorization.
4. Other serious in-progress incident or emergency situation either causing a threat to the health and/or safety and/or requiring immediate response by the WMU community. (Rave emergency notification system and radio broadcasts)
5. Further instructions as necessary if the original incident results in other significant emergencies. (Rave emergency notification and radio broadcasts)
6. University Closure Notification (Rave/WMU Alert only, per COM-15)

Rave Alert and the Simplex monitor system shall be the first notification methods activated, followed by other notification methods (radio broadcasts and social media, for example) as appropriate, to notify the campus community and/or to activate the WMU critical incident response plan to alert the Critical Incident Policy Group and the Emergency Operations Center Team Leads.

Following the Rave Alert and Simplex notifications, except for tornado watches and tornado warnings, it is the responsibility of the WMU Office of Marketing and Strategic Communications to provide ongoing updates to the WMU emergency hot line at (269) 387-1001 and the WMU home page where requests for additional information will be directed.

The Rave Alert emergency notification system and Simplex monitor system will not be activated for non-emergency notifications such as situations that are contained; localized, non-threatening building emergencies; rumor control or other similar events.

Testing of Rave Alert and the Simplex monitor systems occurs at least annually and is documented including a description of the test, the date, the time, and if it were announced or unannounced.

III. PROCEDURE

- A. Following the confirmation of significant emergency or a dangerous situation requiring immediate notification to the WMU community, one of the following can authorize WMU Public Safety to activate the Rave Alert and Simplex monitor systems:
1. WMU President or his/her designee.
 2. WMU Director of Public Safety, Deputy Chief of Police, or supervisor/OIC.
 3. WMU Vice President for Business and Finance and CFO or his/her designee.
- B. Following the authorization, the on-duty patrol supervisor or senior officer shall:
1. Attempt to contact the chief and deputy chief.
 - (a) If contact is made, the chief or deputy chief may send a WMU Alert, or direct on-duty personnel to send a WMU Alert.
 - (b) If contact is not made, the patrol supervisor or senior officer shall send the WMU Alert notifying the campus community of the details of the closure.
 - (c) When sending the WMU Alert, the sender should attempt to follow the wording in the pre-defined templates.
 2. Confirm a complaint number has been created for the event
 3. Announce the event over the MPSCS radios to assure all on-duty personnel are aware.
 4. Immediately broadcast a message over the Simplex monitor system. The supervisor or their designee shall follow the steps provided in Appendix A to send the message. The Simplex monitor system uses only pre-programmed messages. The closest message related to the event should be sent.

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Issued by



Scott Merlo
Director of Public Safety

COM-14 Appendix A Simplex Monitor Notification

The following steps will activate either the **active shooter** or the **general alert** on fire alarm system for the campus buildings that have that feature. (For activating the tornado warning, see General Order SAF-1.)

1. On the Simplex Monitor, click/press the **Graphics** button in the tab area.
2. Now click/press the **Mass Notification** button – the orange box on the right hand side of the screen.
3. Under **Campus Wide All Buildings**, click/press the **Choose A Message** button. The WMU Mass Notification Campus Wide Messages screen appears.
4. Click/press the appropriate button – either **active shooter** or **general alert**. The “Are You Sure?” screen appears.
 - a. To cancel the message, click/press the **CANCEL** button.
 - b. To activate the message, click/press the red **SIREN** button.
5. When the situation has ended, click/press the green **ALL CLEAR** button.
6. Now click/press the **CAMPUS MAP** button and return to the campus map screen.